



Received & Inspected

JUN 26 2012

FCC Mail Room

**Annual Reporting for High-Cost Recipients  
47 C.F.R. §54.313(a)(2) through (a)(6) and (h)  
Lavaca Telephone Company, Inc. - AR**

June 19, 2012

Ms. Marlene H. Dortch  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street SW  
Washington, D.C. 20554

Ms. Karen Majcher  
Vice President – High Cost Low Income Division  
Universal Service Administrative Company  
2000 L Street NW, Suite 200  
Washington, D.C. 20036

RE: WC Docket No. 10-90: Annual Reporting Requirements for High-Cost Recipients  
§54.313 (a)(2) through (a)(6) and (h)

Pursuant to Section 54.313(a)(2) through (a)(6) and (h) of the Federal Communications Commission's rules, enclosed are the 2012 annual reporting requirements and certifications for Lavaca Telephone Company, Inc. - AR, Study Area Code 401704.

Lavaca Telephone Company, Inc. - AR is a state-designated ETC. For its July 2, 2012 submission the attachment summarizes the relevant information for §54.313 (a)(2) through (a)(6). For 54.313(a)(2) though (a)(3) the information was not required to be collected during 2011 by the state commission, and therefore is exempted pursuant to paragraph 10 of Connect America Fund, WC Docket No. 10-90 et al., Order, 27 FCC Rcd 606, 608 (2011). The only relevant report required by the state commission is attached and pertains to 54.313(a)(4). It is a 2011 Arkansas Public Service Commission Quality of Service Report. Lavaca Telephone Company, Inc. - AR is also submitting the required certifications for 54.313(a)(5) and (a)(6).

**PINNACLE COMMUNICATIONS**

P.O. BOX 230 • LAVACA, AR 72941 • PHONE: 479-674-2211 • FAX: 479-674-5810

No. of Copies rec'd  
List ABOVE

0



**Annual Reporting for High-Cost Recipients  
47 C.F.R. §54.313(a)(2) through (a)(6) and (h)  
Lavaca Telephone Company, Inc. - AR**

Additionally, Lavaca Telephone Company, Inc. - AR has attached the requested rate floor information covered in Section 54.313(a)(h).

Should you have any questions, please contact me via email at [keithg@pinncom.com](mailto:keithg@pinncom.com) or by phone at 479-674-2211.

Sincerely,

Keith Gibson  
President

Enclosures

Cc: Ms. Jan Sanders  
Arkansas Public Service Commission  
P.O. Box 400  
1000 Center Street  
Little Rock, AR 72203

**Annual Reporting Requirements pursuant to § 54.313(a)(2)-(6)**

**WC Docket No. 10-90**

**§ 54.313(a)(2) – Outage reporting**

☒ My company was not required to collect this information in 2011.

☐ My company collected this information pursuant to state utility commission requirement.  
A copy of the report is attached.

**§ 54.313(a)(3) – Unfulfilled service requests**

☒ My company was not required to collect this information in 2011.

☐ My company collected this information pursuant to state utility commission requirement.  
A copy of the report is attached.

**§ 54.313(a)(4) – Customer complaints per 1000 connections**

☐ My company was not required to collect this information in 2011.

☒ My company collected this information pursuant to state utility commission requirement.  
A copy of the report is attached.

**§ 54.313(a)(5) – Service quality standards and consumer protection rules**

I certify that the reporting carrier is in compliance with applicable service quality standards and consumer protection rules.

**§ 54.313(a)(6) – Ability to function in emergency situations**

I certify that the reporting carrier can function in emergency situations as set forth in 47 CFR §54.202(a)(2). Specifically, the reporting carrier has a reasonable amount of back-up power to ensure functionality without an external power source, is able to reroute traffic around damaged facilities, and is capable of managing traffic spikes resulting from emergency situations.

I am authorized to make this certification on behalf of the company named above and, to the best of my knowledge the information reported on this form is accurate. This certification is for the study area(s) listed below. **(Please enter your Company Name, State and Study Area Code)**

Company Name	State	Study Area Code
Lavaca Telephone Company, Inc. - AR	AR	401704

(If necessary, attach a separate list of additional study areas and check this box.)

☐

Signed,



[Signature of Corporate Officer]

Date: June 19, 2012

**Keith Gibson**

[Printed Name of Corporate Officer]

**President**

[Title of Corporate Officer]

Carrier's Name Lavaca Telephone Company, Inc. - AR

Carrier's Address P. O. Box 230, 301 Hwy 96 SW, Lavaca, AR, 72941

Carrier's Telephone Number (479) 674-2211

Company Name Lavaca Telephone Company, Inc. dba Pinnacle Communications

APSC SERVICE PERFORMANCE REPORT TPR 9.01 10.01 10.06														
2011														
Line No.		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
Trouble Reports TPR 10.06														
Exchange Name	1	Access Lines	1152	1155	1150	1148	1143	1135	1122	1118	1120	1110	1104	1101
Lavaca	2	Total Trouble Rpts.	29	24	27	34	39	26	21	37	30	24	28	35
Switch Mfg	3	Deregulated	28	16	20	17	23	19	17	16	16	12	20	23
Nortel	4	Excluded					0							
NXX	5	Measurable Rpts.	1	8	7	17	16	7	4	21	14	12	8	12
674	6	Trouble Index	0.09	0.69	0.61	1.48	1.4	0.62	0.36	1.88	1.25	1.08	0.72	1.09
Service Outage Restoration TRP 10.01														
	7	Total OOS Rpts.	9	13	15	24	22	14	10	27	23	18	20	18
	8	Deregulated	8	5	8	7	8	7	6	7	9	6	12	7
	9	Excluded												
	10	Measurable Rpts.	1	8	7	17	14	7	4	20	14	12	8	11
	11	Restored W/ 24 Hrs	1	8	7	17	14	7	4	16	14	12	8	11
	12	Percentage	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	80.00%	100.00%	100.00%	100.00%	100.00%
Application for Service 5 days TPR 9.01														
	13	Total Applications	13	9	7	7	8	2	2	9	9	6	5	10
	14	W/ 5 Days	12	7	7	6	7	2	2	9	7	5	5	10
	15	Percentage	92.30%	77.80%	100.00%	85.70%	87.50%	100.00%	100.00%	100.00%	77.80%	83.30%	100.00%	100.00%
Application for Service 30 days TPR 9.01														
	16	Total Applications	1	0	0	0	0	0		0	0	0	0	
	17	W/ 30 Days	1		0	0	0							
	18	Percentage	100.00%											

19 Name and address of person to contact regarding this information:

Greg Gibson  
P. O. Box 230  
Lavaca, AR 72949

**NOTE: Create a tab to represent each exchange**

Jan-over 5 days-no power to ups-left note-could not make contact w/customer.

Feb-over 5 days-1 ground to wet-snow; 1 customer not ready after putting in app.

April-over 5 days-customer not ready-made contact many times.

May-over 5 days-customer not ready-waiting on electric.

August-OOS-over 24 hrs. Alarms-no access

October-LM over days-customer delay on closing of home.

Received & Inspected  
JUN 26 2012  
FCC Mail Room

**Rate Floor Template**

**Certification of Officer as to the Accuracy of the Data Reported for the Rate Floor Data**

I certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the actual rate floor data reported ; and, to the best of my knowledge, the information reported on this form is accurate.

Name of Reporting Carrier **Lavaca Telephone Company, Inc. - AR**

Signature of authorized officer *Dean Gibson* Date **6/13/2012**

Printed name of authorized officer **Dean Gibson**

Title or position of authorized officer **Vice-President**

Telephone number of authorized officer **(479) 674-2211**, ext. \_\_\_\_\_

Study Area Code of Reporting Carrier	<b>401704</b>	Filing Due Date for this form (mm/dd/yyyy)	<b>7/1/2012</b>
--------------------------------------	---------------	---	-----------------



I certify that our company receives or is projected to receive High Cost Loop Support or High Cost Model Support in 2012 and has no monthly residential rates (plus charges as defined) less than \$10